



ROCKAWAY BEACH RESORT & CONFERENCE CENTER

POLICIES

- Guests must be at least 23 years or older to check into the Resort.
- Cancellation for any reservation is 72 hours or more prior to arrival. Any cancellation less than 72 hours prior to arrival, or early departure with less than a 24-hour notice will incur a minimum 1-night charge.
- Dogs are allowed ONLY in pet-friendly units. No other pets of any kind allowed in units, on the grounds or in vehicles on Resort property. Pets must be leashed while on the property. **Do not leave your pets unattended during their stay, which includes the grounds, guest rooms and private vehicles.**
- One vehicle per rental unit unless the space allows for double parking. Parking permit must be displayed at all times. We do not have space for RVs or trailers, including those carrying boats. If the parking lot is full, you may be asked to park on the nearest side street.
- Vehicle parking is at owner risk.
- Max occupancy for Junior Condos is 4. Max occupancy for Family and Deluxe Condos is 6. **This number includes children and infants.**
- **For safety reasons, open flames are not permitted inside guestrooms.**
- **No smoking or vaping of ANY substance is allowed on Resort property.** Please go down to the beach or across the street.
- Check-in time is **4pm** and check-out time is **no later than 11am**. If you plan on arriving after 9pm, please call ahead and arrange for a key box for an after-hours check-in. We are unable to offer late checkouts.
- Both condo buildings have 3 stories, and we **DO NOT** have elevators. If for mobility reasons you need a lower-level room, please make requests as soon as you make your reservation. Our ground level rooms are limited so there are no guarantees we will have one available.
- Staff cannot assist with luggage.
- Our quiet hours are from 10pm to 8am. Please be respectful of your neighbors!
- Winter hours for the pool and hot tub are 9:30am to 8pm Sun – Thur and 9:30am to 8:30pm Fri and Sat. A shower is **required** before entering. **No one under the age of 14 is allowed in the hot tub or sauna.** Do not leave children under 16 unattended. Please adhere to the posted times so our staff can adjust pool chemical levels and clean up the area. The pool or hot tub may be shut down temporarily from time to time for cleaning or other factors. **PLEASE SHOWER BEFORE ENTERING POOL OR SPA!!**
- Please inform the office of any maintenance items that need addressed. Note that you may be charged for missing items or damage to the unit attributed to you, your guests, pets, or service animals.
- Please be aware that it may be necessary from time to time to relocate a guest to a comparable or larger unit. We will make every effort to accommodate mobility and other needs.

Check-out is at 11am. Because we have a small staff, we cannot accommodate late checkouts. We do allow a 15-minute grace period before we will charge your card a late checkout fee. After 11:15 am we will charge a \$20.00 fee for every 15 min until the room is vacated and the keys are returned to the office. Please do not leave the keys in your room as you may risk being charged a late checkout fee. Our staff and incoming guests appreciate your cooperation!



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HELPFUL INFORMATION DURING YOUR STAY

- Office Hours are 9am to 8pm Sunday – Thursday and 9am to 9pm on Friday & Saturday. The After-Hours emergency number is 1-503-355-2193.
- We do not provide daily housekeeping service; however, we do have Laundry Exchange from 9am to 1pm each day. You can exchange dirty linens and replenish soap and paper products, etc...just stop by the office!
- Our guest laundry hours are 8am to 10pm. Complimentary soap is available.
- Our quiet hours are from 10pm to 8am. Please be respectful of your neighbors!
- We have one EV charging station available for guest use. Please make sure you have the appropriate adapter.
- Movies and games are available to check out in the office.
- Additional dishes, select appliances and utensils are available upon request from the office.
- Pool and hot tub hours are 9:30am to 8pm Sun – Thur and 9:30am to 8:30pm Fri & Sat. A shower is **required** before entering. No one under the age of 14 is allowed in the hot tub or sauna. Do not leave children under 16 unattended. Please adhere to the posted times so our staff can adjust pool chemical levels and clean up the area.
- BBQ grills are located at the South building Grill shack along with a large propane burner for crab boils. Please let the office know if you need cooking implements, a large pot or more propane.
- Hoses, boot scrapers and an outdoor shower are available for cleanup after playing on the beach.
- Please return your keys and parking pass at checkout. Please do not leave them in your room. There is a drop box near the front office door if you need to depart before our office is open.

Please let us know if there is anything we can do to make your stay more pleasant. We always strive to make our guest's experience the best it can be!

Rockaway Beach Resort

Management and Staff